

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Community and Culture	Application Services	Bart Purser	0 0	1 1	0 0	1 1
		Dustin Crump	0 0	4 0	0 0	4 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	8 2	0 0	8 2
	Capitol Hosting	Patrick Funk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Fleet Administration	Amanda Ronan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	5 3	0 0	5 3
		Eileen Dubach	0 0	3 2	0 0	3 2

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	FCR Total
Community and Culture	Help Desk	Julie VanBeekum	0	3	0	3
			0	3	0	3
		Vicky Marrelli	0	3	0	3
			0	3	0	3
	Metro A Desktop Support	Assigned to Individual Total	0	14	0	14
			0	11	0	11
		Adam Staks	0	6	0	6
			0	0	0	0
		Billy Greer	0	1	0	1
			0	0	0	0
		Burton Brown	0	5	0	5
			0	1	0	1
		Eric Sedgwick	0	1	0	1
			0	0	0	0
		Kraig Ellis	0	9	0	9
			0	0	0	0
		Mike Wilde	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	25	0	25
			0	1	0	1
	Metro A Help Desk	Cindy Schroeder	0	19	0	19
			0	13	0	13
		Ed Conrad	0	22	0	22
			0	17	0	17
		Liz Evans	0	17	0	17
			0	12	0	12
		Assigned to Individual Total	0	58	0	58
			0	42	0	42

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	FCR Total
Community and Culture	Metro A Hosting	Keith Scholl	0 0	1 0	0 0	1 0
		Tom Carney	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Desktop Support	Cindy Reed	0 0	1 0	0 0	1 0
		Ken Bolkcom	0 0	2 0	0 0	2 0
		Matthew Blunk	0 0	4 0	0 0	4 0
		Michael Barth	0 0	3 0	0 0	3 0
		Peter Musser	0 0	2 1	2 0	4 1
		Tyler Pearce	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	13 1	2 0	15 1
	Metro B Help Desk	Janet Hongsyvilay	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Metro C Help Desk	Chris Olson	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	FCR Total
Community and Culture	Network Operations	Dave Bodily	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Operations Production Control	Christie Burnham	0 0	6 6	0 0	6 6
		Assigned to Individual Total	0 0	6 6	0 0	6 6
	Rural South Desktop Support	Doug Chaston	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Assigned Group Total		1 0	136 68	2 0	139 68
Customer Company Total			1 0	136 68	2 0	139 68

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Community and Culture	Application Services	Bart Purser	0 0	1 1	0 0	1 1
		Dustin Crump	0 0	4 0	0 0	4 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	8 1	0 0	8 1
	Capitol Hosting	Patrick Funk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Fleet Administration	Amanda Ronan	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	5 0	0 0	5 0
		Eileen Dubach	0 0	3 0	0 0	3 0

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	MIR Total
Community and Culture	Help Desk	Julie VanBeekum	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	14 0	0 0	14 0
	Metro A Desktop Support	Adam Staks	0 0	6 0	0 0	6 0
		Billy Greer	0 0	1 0	0 0	1 0
		Burton Brown	0 0	5 0	0 0	5 0
		Eric Sedgwick	0 0	1 0	0 0	1 0
		Kraig Ellis	0 0	9 0	0 0	9 0
		Mike Wilde	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	25 0	0 0	25 0
	Metro A Help Desk	Cindy Schroeder	0 0	19 0	0 0	19 0
		Ed Conrad	0 0	22 0	0 0	22 0
		Liz Evans	0 0	17 0	0 0	17 0
		Assigned to Individual Total	0 0	58 0	0 0	58 0

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	MIR Total
Community and Culture	Metro A Hosting	Keith Scholl	0 0	1 0	0 0	1 0
		Tom Carney	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Desktop Support	Cindy Reed	0 0	1 0	0 0	1 0
		Ken Bolkcom	0 0	2 0	0 0	2 0
		Matthew Blunk	0 0	4 0	0 0	4 0
		Michael Barth	0 0	3 0	0 0	3 0
		Peter Musser	0 0	2 0	2 1	4 1
		Tyler Pearce	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	13 0	2 1	15 1
	Metro B Help Desk	Janet Hongsyvilay	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Help Desk	Chris Olson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	MIR Total
Community and Culture	Network Operations	Dave Bodily	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Operations Production Control	Christie Burnham	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Rural South Desktop Support	Doug Chaston	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Assigned Group Total		1 0	136 2	2 1	139 3
Customer Company Total			1 0	136 2	2 1	139 3

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Community and Culture	Application Services	Bart Purser	0 0.00	1 2.61	0 0.00	1 2.61
		Dustin Crump	0 0.00	4 0.27	0 0.00	4 0.27
		Martin Gonzalez	0 0.00	1 0.00	0 0.00	1 0.00
		Tony Larsen	0 0.00	2 0.18	0 0.00	2 0.18
		Assigned to Individual Total	0 0.00	8 0.50	0 0.00	8 0.50
	Capitol Hosting	Patrick Funk	0 0.00	1 0.12	0 0.00	1 0.12
		Assigned to Individual Total	0 0.00	1 0.12	0 0.00	1 0.12
	Fleet Administration	Amanda Ronan	0 0.00	1 38.04	0 0.00	1 38.04
		Assigned to Individual Total	0 0.00	1 38.04	0 0.00	1 38.04
	Help Desk	Brenda Treadway	0 0.00	5 0.00	0 0.00	5 0.00
		Eileen Dubach	0 0.00	3 0.24	0 0.00	3 0.24

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	ATTIR Total
Community and Culture	Help Desk	Julie VanBeekum	0 0.00	3 0.00	0 0.00	3 0.00
		Vicky Marrelli	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	14 0.05	0 0.00	14 0.05
	Metro A Desktop Support	Adam Staks	0 0.00	6 0.12	0 0.00	6 0.12
		Billy Greer	0 0.00	1 0.12	0 0.00	1 0.12
		Burton Brown	0 0.00	5 0.24	0 0.00	5 0.24
		Eric Sedgwick	0 0.00	1 0.09	0 0.00	1 0.09
		Kraig Ellis	0 0.00	9 0.15	0 0.00	9 0.15
		Mike Wilde	0 0.00	3 0.04	0 0.00	3 0.04
		Assigned to Individual Total	0 0.00	25 0.14	0 0.00	25 0.14
	Metro A Help Desk	Cindy Schroeder	0 0.00	19 0.10	0 0.00	19 0.10
		Ed Conrad	0 0.00	22 0.02	0 0.00	22 0.02
		Liz Evans	0 0.00	17 0.01	0 0.00	17 0.01
		Assigned to Individual Total	0 0.00	58 0.04	0 0.00	58 0.04

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	ATTIR Total
Community and Culture	Metro A Hosting	Keith Scholl	0 0.00	1 0.04	0 0.00	1 0.04
		Tom Carney	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.02	0 0.00	2 0.02
	Metro B Desktop Support	Cindy Reed	0 0.00	1 0.36	0 0.00	1 0.36
		Ken Bolkcom	0 0.00	2 0.06	0 0.00	2 0.06
		Matthew Blunk	0 0.00	4 0.21	0 0.00	4 0.21
		Michael Barth	0 0.00	3 0.21	0 0.00	3 0.21
		Peter Musser	0 0.00	2 0.61	2 0.53	4 0.57
		Tyler Pearce	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	13 0.25	2 0.53	15 0.29
	Metro B Help Desk	Janet Hongsyvilay	0 0.00	2 0.12	0 0.00	2 0.12
		Assigned to Individual Total	0 0.00	2 0.12	0 0.00	2 0.12
	Metro C Help Desk	Chris Olson	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	ATTIR Total
Community and Culture	Network Operations	Dave Bodily	1 0.32	0 0.00	0 0.00	1 0.32
		Assigned to Individual Total	1 0.32	0 0.00	0 0.00	1 0.32
	Operations Production Control	Christie Burnham	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	0 0.00	6 0.00	0 0.00	6 0.00
	Rural South Desktop Support	Doug Chaston	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	2 0.15	0 0.00	2 0.15
		Assigned to Individual Total	0 0.00	3 0.10	0 0.00	3 0.10
	Assigned Group Total		1 0.32	136 0.39	2 0.53	139 0.39
Customer Company Total			1 0.32	136 0.39	2 0.53	139 0.39

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Community and Culture	Application Services	Bart Purser	0 0	1 1	0 0	1 1
		Dustin Crump	0 0	4 0	0 0	4 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	8 2	0 0	8 2
	Capitol Hosting	Patrick Funk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Fleet Administration	Amanda Ronan	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	5 0	0 0	5 0
		Eileen Dubach	0 0	3 0	0 0	3 0

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	MR Total
Community and Culture	Help Desk	Julie VanBeekum	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	14 0	0 0	14 0
	Metro A Desktop Support	Adam Staks	0 0	6 0	0 0	6 0
		Billy Greer	0 0	1 1	0 0	1 1
		Burton Brown	0 0	5 0	0 0	5 0
		Eric Sedgwick	0 0	1 0	0 0	1 0
		Kraig Ellis	0 0	9 0	0 0	9 0
		Mike Wilde	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	25 1	0 0	25 1
	Metro A Help Desk	Cindy Schroeder	0 0	19 0	0 0	19 0
		Ed Conrad	0 0	22 0	0 0	22 0
		Liz Evans	0 0	17 0	0 0	17 0
		Assigned to Individual Total	0 0	58 0	0 0	58 0

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	MR Total
Community and Culture	Metro A Hosting	Keith Scholl	0 0	1 0	0 0	1 0
		Tom Carney	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Desktop Support	Cindy Reed	0 0	1 0	0 0	1 0
		Ken Bolkcom	0 0	2 0	0 0	2 0
		Matthew Blunk	0 0	4 0	0 0	4 0
		Michael Barth	0 0	3 0	0 0	3 0
		Peter Musser	0 0	2 0	2 0	4 0
		Tyler Pearce	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	13 0	2 0	15 0
	Metro B Help Desk	Janet Hongsyvilay	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Help Desk	Chris Olson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	MR Total	
Community and Culture	Network Operations	Dave Bodily	1 1	0 0	0 0	1 1	
		Assigned to Individual Total	1 1	0 0	0 0	1 1	
	Operations Production Control	Christie Burnham	0 0	6 0	0 0	6 0	
		Assigned to Individual Total	0 0	6 0	0 0	6 0	
	Rural South Desktop Support	Doug Chaston	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0	
		Assigned to Individual Total	0 0	3 0	0 0	3 0	
	Assigned Group Total		1 1	136 4	2 0	139 5	
	Customer Company Total			1 1	136 4	2 0	139 5

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Community and Culture	Application Services	Bart Purser	0 0.00	1 45.94	0 0.00	1 45.94
		Dustin Crump	0 0.00	4 0.98	0 0.00	4 0.98
		Martin Gonzalez	0 0.00	1 31.49	0 0.00	1 31.49
		Tony Larsen	0 0.00	2 3.64	0 0.00	2 3.64
		Assigned to Individual Total	0 0.00	8 11.08	0 0.00	8 11.08
	Capitol Hosting	Patrick Funk	0 0.00	1 5.11	0 0.00	1 5.11
		Assigned to Individual Total	0 0.00	1 5.11	0 0.00	1 5.11
	Fleet Administration	Amanda Ronan	0 0.00	1 38.05	0 0.00	1 38.05
		Assigned to Individual Total	0 0.00	1 38.05	0 0.00	1 38.05
	Help Desk	Brenda Treadway	0 0.00	5 0.00	0 0.00	5 0.00
		Eileen Dubach	0 0.00	3 0.25	0 0.00	3 0.25

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	ATTR Total
Community and Culture	Help Desk	Julie VanBeekum	0 0.00	3 0.06	0 0.00	3 0.06
		Vicky Marrelli	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	14 0.08	0 0.00	14 0.08
	Metro A Desktop Support	Adam Staks	0 0.00	6 0.55	0 0.00	6 0.55
		Billy Greer	0 0.00	1 24.43	0 0.00	1 24.43
		Burton Brown	0 0.00	5 0.93	0 0.00	5 0.93
		Eric Sedgwick	0 0.00	1 0.09	0 0.00	1 0.09
		Kraig Ellis	0 0.00	9 0.52	0 0.00	9 0.52
		Mike Wilde	0 0.00	3 1.77	0 0.00	3 1.77
		Assigned to Individual Total	0 0.00	25 1.70	0 0.00	25 1.70
	Metro A Help Desk	Cindy Schroeder	0 0.00	19 0.48	0 0.00	19 0.48
		Ed Conrad	0 0.00	22 0.29	0 0.00	22 0.29
		Liz Evans	0 0.00	17 0.08	0 0.00	17 0.08
		Assigned to Individual Total	0 0.00	58 0.31	0 0.00	58 0.31

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	ATTR Total
Community and Culture	Metro A Hosting	Keith Scholl	0 0.00	1 0.51	0 0.00	1 0.51
		Tom Carney	0 0.00	1 1.99	0 0.00	1 1.99
		Assigned to Individual Total	0 0.00	2 1.25	0 0.00	2 1.25
	Metro B Desktop Support	Cindy Reed	0 0.00	1 0.91	0 0.00	1 0.91
		Ken Bolkcom	0 0.00	2 2.86	0 0.00	2 2.86
		Matthew Blunk	0 0.00	4 1.37	0 0.00	4 1.37
		Michael Barth	0 0.00	3 1.33	0 0.00	3 1.33
		Peter Musser	0 0.00	2 0.92	2 1.57	4 1.25
		Tyler Pearce	0 0.00	1 0.56	0 0.00	1 0.56
		Assigned to Individual Total	0 0.00	13 1.42	2 1.57	15 1.44
	Metro B Help Desk	Janet Hongsyvilay	0 0.00	2 0.20	0 0.00	2 0.20
		Assigned to Individual Total	0 0.00	2 0.20	0 0.00	2 0.20
	Metro C Help Desk	Chris Olson	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

			High	Low	Medium	ATTR Total
Community and Culture	Network Operations	Dave Bodily	1 3.09	0 0.00	0 0.00	1 3.09
		Assigned to Individual Total	1 3.09	0 0.00	0 0.00	1 3.09
	Operations Production Control	Christie Burnham	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	0 0.00	6 0.00	0 0.00	6 0.00
	Rural South Desktop Support	Doug Chaston	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	2 0.76	0 0.00	2 0.76
		Assigned to Individual Total	0 0.00	3 0.50	0 0.00	3 0.50
	Assigned Group Total		1 3.09	136 1.65	2 1.57	139 1.66
Customer Company Total			1 3.09	136 1.65	2 1.57	139 1.66

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

Detail

INC000000482615	Paula Stuart	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Billy Greer	Community and Culture	Low	Closed	TTR Missed: Yes	24.43
INC000000484733	Kristen Rogers-Iversen	Application	Error	Proofpoint Email Security		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Community and Culture	Low	Closed	TTR Missed: Yes	31.49
INC000000487150	Ronald Van Harten	None	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Tyler Pearce	Community and Culture	Low	Closed	TTR Missed: No	0.56
INC000000487685	Bruce L Young	Application	None	Novell GroupWise		TIR Missed: No	0.35
	Application Services	Tony Larsen	Community and Culture	Low	Closed	TTR Missed: No	5.77
INC000000487942	Julie A Fisher	Application	Error	None		TIR Missed: No	0.41
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	2.16
INC000000488349	Jean Irwin	PC/Laptop	Error	None		TIR Missed: No	0.08
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.18
INC000000488417	Vince Silas	Application	None	Proofpoint Email Security		TIR Missed: Yes	2.61
	Application Services	Bart Purser	Community and Culture	Low	Closed	TTR Missed: Yes	45.94
INC000000488853	Paula Stuart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000488965	Maryellen Martinez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	
INC000000488973	Jeffery Fullmer	None	None	None		TIR Missed: No	0.02
	Help Desk	Brenda Treadway	Community and Culture	Low	Closed	TTR Missed: No	0.02
INC000000489016	Rachelle Brown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	
INC000000489084	Leah Piccolo	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low	Closed	TTR Missed: No	
INC000000489161	Kristen Rogers-Iversen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.06
INC000000489177	Londi Rowley	None	None	None		TIR Missed: No	0.73
	Help Desk	Eileen Dubach	Community and Culture	Low	Closed	TTR Missed: No	0.76
INC000000489231	Dena Budinger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.11
INC000000489303	Alyssa Grove	Telecom	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

INC000000489475	Don Hartley	Application	Error	Microsoft Access	TIR Missed: No	0.63
	Metro A Desktop Support	Burton Brown	Community and Culture	Low Closed	TTR Missed: No	0.63
INC000000489911	Jess Peterson	Application	None	Novell GroupWise	TIR Missed: No	0.34
	Metro A Desktop Support	Adam Staks	Community and Culture	Low Closed	TTR Missed: No	0.78
INC000000490129	Samantha Eldridge	Application	Error	Contribute	TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low Closed	TTR Missed: No	0.93
INC000000490435	Shirlee Silversmith	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low Closed	TTR Missed: No	0.73
INC000000490546	Eva Salazar	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low Closed	TTR Missed: No	0.00
INC000000490659	Alyssa Grove	Application	Error	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Closed	TTR Missed: No	0.50
INC000000490836	Katherine Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Application Services	Dustin Crump	Community and Culture	Low Closed	TTR Missed: No	0.91
INC000000490865	Kathy Kirtz	Application	Error	PDF Complete	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low Closed	TTR Missed: No	0.00
INC000000490866	Jill Mecham	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Community and Culture	Low Closed	TTR Missed: No	1.89
INC000000490955	Julie Tuimauga	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low Closed	TTR Missed: No	0.33
INC000000491006	Cristine Rhead	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Closed	TTR Missed: No	0.10
INC000000491057	Jean Irwin	Network	Incident	None	TIR Missed: No	0.52
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low Closed	TTR Missed: No	0.66
INC000000491142	Nelson Knight	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Closed	TTR Missed: No	0.00
INC000000491547	Bradley Carpenter	Application	Error	CapNet	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Community and Culture	Low Closed	TTR Missed: No	0.14
INC000000491634	Colleen Eggett	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No	0.44
	Metro B Desktop Support	Peter Musser	Community and Culture	Low Closed	TTR Missed: No	0.99
INC000000491664	Douglas Lee	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.27
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low Closed	TTR Missed: No	0.57
INC000000491757	Lisa F Nelson	Application	None	None	TIR Missed: No	0.78
	Metro B Desktop Support	Peter Musser	Community and Culture	Low Closed	TTR Missed: No	0.86

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

INC000000491841	Debbie Reese	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Community and Culture	Medium	Closed	TTR Missed: No	1.57
INC000000491841	Debbie Reese	Application	Error	PGP		TIR Missed: Yes	1.05
	Metro B Desktop Support	Peter Musser	Community and Culture	Medium	Closed	TTR Missed: No	1.57
INC000000491941	Lora Rees	Application	None	Novell GroupWise		TIR Missed: No	0.18
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.19
INC000000491970	Eva Salazar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000491988	Jean Irwin	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.18
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.21
INC000000492002	Kelly K Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000492097	Ronald Van Harten	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	1.41
INC000000492169	Juan Lee	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000492203	Jason Bowcutt	PC/Laptop	None	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000492245	Jean Irwin	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000492359	Eva Salazar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000492381	Pema Chagzoetsang	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.20
INC000000492391	Faun Jackson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000492558	Michele Elnicky	None	None	None		TIR Missed: No	0.27
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.27
INC000000492559	Jean Irwin	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.35
INC000000492599	Kathy Kirtz	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Ken Bolkcom	Community and Culture	Low	Closed	TTR Missed: No	4.19
INC000000492726	Lisa F Nelson	None	None	None		TIR Missed: No	0.51
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.51

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

INC000000492975	Ladawn Stoddard	Network	Error	None		TIR Missed: No	0.36
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: No	0.91
INC000000493065	Paula Stuart	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.17
INC000000493296	Jill Mecham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000493299	Jill Mecham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000493327	Emily Johnson	Network	Password	None		TIR Missed: No	0.05
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.52
INC000000493424	Amy Bridan	Application	Error	None		TIR Missed: No	0.12
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	1.13
INC000000493613	Katherine Smith	None	None	None		TIR Missed: No	0.78
	Application Services	Dustin Crump	Community and Culture	Low	Closed	TTR Missed: No	1.86
INC000000494271	Shelli Goble	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000494294	Nicholas Baker	None	None	None		TIR Missed: No	0.32
	Metro A Desktop Support	Adam Staks	Community and Culture	Low	Closed	TTR Missed: No	0.32
INC000000494304	Shelli Goble	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	
INC000000494520	Kristen Rogers-Iversen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	1.14
INC000000494784	Debbie Reese	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	3.35
INC000000494917	Lani Nisbet	None	None	Novell GroupWise		TIR Missed: No	0.14
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	1.04
INC000000495106	Felicia Baca	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000495171	Jonathan Hardy	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.62
INC000000495343	Kristen Rogers-Iversen	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Tony Larsen	Community and Culture	Low	Closed	TTR Missed: No	1.51
INC000000495370	Jean Irwin	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.08
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.43

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

INC000000495416	Alycia Aldrich	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.39
INC000000495467	Kelli Williamson	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Community and Culture	Low	Closed	TTR Missed: No	0.13
INC000000495470	Jean Irwin	Network	Incident	None		TIR Missed: No	0.43
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	1.28
INC000000495617	Steven Fox	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.88
INC000000495734	Wilson Martin	None	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Community and Culture	Low	Closed	TTR Missed: No	
INC000000495927	Janice Reed-Campbell	Application	Reporting	Microsoft Word		TIR Missed: No	0.17
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.22
INC000000495959	Juan Lee	Application	Error	Adobe Contribute		TIR Missed: No	0.13
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.13
INC000000495980	Kelli Williamson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000496140	Kimbal Hale	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000496187	Brian Richards	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000496263	Lisa F Nelson	None	None	None		TIR Missed: No	0.20
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Closed	TTR Missed: No	0.44
INC000000496334	Lynette Lloyd	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000496506	Lora Rees	Network	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.56
INC000000496507	Lora Rees	Telecom	Feature	Telephone		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000496538	Rachelle Brown	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	3.96
INC000000496709	Kelli Williamson	Application	Reporting	Novell Messenger		TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.14
INC000000496795	Debbie Reese	Gascard	None	Gascard		TIR Missed: Yes	38.04
	Fleet Administration	Amanda Ronan	Community and Culture	Low	Resolved	TTR Missed: Yes	38.05

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

INC000000496829	Katherine Smith	None	None	None		TIR Missed: No	0.19
	Application Services	Dustin Crump	Community and Culture	Low	Closed	TTR Missed: No	0.93
INC000000496838	Margaret Hunt	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000496905	Debbie Reese	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Closed	TTR Missed: No	3.33
INC000000497033	Lynnette Hiskey	None	None	None		TIR Missed: No	0.25
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	0.25
INC000000497380	Jeffery Fullmer	Network	Error	None		TIR Missed: No	0.32
	Network Operations	Dave Bodily	Community and Culture	High	Resolved	TTR Missed: Yes	3.09
INC000000497446	Paula Stuart	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolckom	Community and Culture	Low	Closed	TTR Missed: No	1.53
INC000000497600	Sheryl Featherstone	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000497735	Jim Dykman	PC/Laptop	Error	None		TIR Missed: No	0.25
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	0.25
INC000000497891	Don Hartley	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000498353	Kristen Rogers-Iversen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.03
INC000000498418	Derinna Kopp	Network	Incident	None		TIR Missed: No	0.17
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.84
INC000000498448	Lani Nisbet	Wireless Connectivity	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Adam Staks	Community and Culture	Low	Resolved	TTR Missed: No	0.08
INC000000498452	Pema Chagzoetsang	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Community and Culture	Low	Resolved	TTR Missed: No	0.12
INC000000498794	Janice Reed-Campbell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.12
INC000000499180	Rachelle Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.11
INC000000499335	Lisa Buckmiller	None	None	None		TIR Missed: No	0.12
	Capitol Hosting	Patrick Funk	Community and Culture	Low	Resolved	TTR Missed: No	5.11
INC000000499349	Matt McClain	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

INC000000499520	Sanobi Johnson	None	None	None		TIR Missed: No	0.07
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	3.67
INC000000500085	Ron Humphries	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000500114	Maryellen Martinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000500143	Ron Humphries	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000500167	Lloyd Pendleton	Application	Error	Novell GroupWise		TIR Missed: No	0.25
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	0.33
INC000000500350	Ruthanne Hansen	Wireless Connectivity	None	None		TIR Missed: No	0.40
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved	TTR Missed: No	1.60
INC000000500390	Tracy Healey	None	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved	TTR Missed: No	0.11
INC000000500513	Ruthanne Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000500633	Scott Brooks	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.18
INC000000500919	Julie A Fisher	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000501048	Candace Powers	PC/Laptop	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Eric Sedgwick	Community and Culture	Low	Resolved	TTR Missed: No	0.09
INC000000501165	Rachelle Brown	Mobile Devices	Error	Droid		TIR Missed: No	0.11
	Application Services	Dustin Crump	Community and Culture	Low	Resolved	TTR Missed: No	0.20
INC000000501203	Elias Wise	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.51
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	1.35
INC000000501213	Ronald Van Harten	None	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Community and Culture	Low	Resolved	TTR Missed: No	
INC000000501271	Brenda Brown	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.07
INC000000501961	Katie Woslager	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000502014	Alyssa Grove	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.11

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

INC000000502402	Cheryl Brown	None	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000502542	David Pace	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000502696	Stephanie Bourdeaux	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	0.48
INC000000503423	Mary Jacobs	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000503726	Lisa F Nelson	None	None	None		TIR Missed: No	0.04
	Metro A Hosting	Keith Scholl	Community and Culture	Low	Resolved	TTR Missed: No	0.51
INC000000504070	Jan Sonshine	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.89
INC000000504213	Gary Spangenberg	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000504240	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000504293	Claudia Borjas	Application	None	Novell GroupWise		TIR Missed: No	0.13
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	0.13
INC000000504298	Jan Sonshine	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.13
INC000000505349	Cheryl Brown	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	0.07
INC000000505706	Debbie Reese	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000505728	Lani Nisbet	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.50
INC000000505739	Felicia Baca	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.15
INC000000505876	Felicia Baca	Application	None	Adobe Photoshop		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Community and Culture	Low	Resolved	TTR Missed: No	1.99
INC000000505900	Lynette Lloyd	None	None	None		TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low	Resolved	TTR Missed: No	0.81
INC000000505906	Lynette Lloyd	None	None	None		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low	Resolved	TTR Missed: No	0.71

Enterprise Incident Report April 2012

As of 5/1/2012

Community and Culture

INC000000505919	Margaret Hunt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.13
INC000000506096	Eva Salazar	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000506097	Eva Salazar	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000506408	Felicia Baca	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Resolved	TTR Missed: No	0.00